

Net Payment/Collection from Fines, Abatement Costs & Liens

Office of Management & Budget



KPI Owner: Daniel Frocht

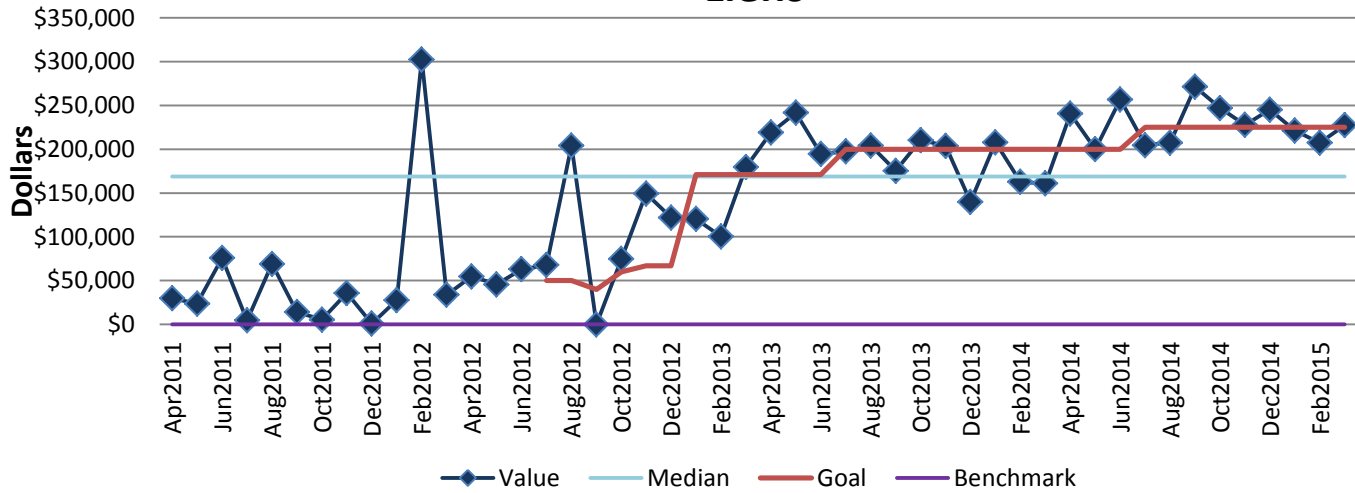
Process: Accounts Receivable

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY14 - \$2,400,000		Data Source: Hansen	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions		
Goal: Increase collection effort to \$2,700,000 FY15		Goal Source: OMB	Measurement Method: Net dollar of code enforcement fines and abatement costs recovered		
Benchmark: TBD		Benchmark Source: Internally Developed	Why Measure: To establish benchmark and goals to increase collections		
			Next Improvement Step: Train new replacement AR Specialist and request staffing enhancements in FY16 budget		
How Are We Doing?					
Apr2014-Mar2015 12 Month Avg Goal	Apr2014-Mar2015 12 Month Average		Mar2015 Goal	Mar2015 Actual	
2,625,000	2,757,223		225,000	227,410	
Dollars	Dollars		Dollars	Dollars	

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Good



Workload Collection Effort Detail

